

## **Upset Patients, Angry Families, and Surly Colleagues: Transforming Negative Clinical Interactions into Productive Solutions**

As the environment of care evolves, increasing demands for resources and decreased time for communication lead to difficult and sometimes hostile interactions with patients, their family members, and colleagues. This can contribute to adverse outcomes for patients and a difficult work environment. This interactive course will provide an opportunity to practice techniques used by mediators to prevent and resolve conflict situations in real time with actual clinical scenarios. Participants will learn how their conflict style impacts interactions and tips for transforming conflicts into collaborative conversations.

Applications include managing difficult meetings, patient safety implementations, team disputes, speaking with patients about harm during treatment, managing staff, call schedules, negotiations between departments and across organizations, visitation, end-of-life decisions, and other difficult family dynamics.

### **Sample Agenda**

#### AM session

- What would you like to solve?
- Negotiating the clinical work environment
- Working relationships
  
- Conflict management process
- Interests and positions
- Listening to diagnose the issues- practice
- Improving your chances of being heard
  
- Managing expectations
- Problem-solving vs. explaining
- Acknowledging interests: summarizing, reframing, clarifying- practice
- Deescalating anger and responding to threats

#### PM session

- Asking questions that invite collaboration- practice
- Identifying and stating your concerns clearly- practice
  
- Putting it all together- demo of listening, surfacing, reframing, and stating your concerns
- Practice exercise of all skills with debrief
  
- Building trust
- Moving the conversation forward
- Solutions- when is it time to brainstorm?
- Mutual accountability
- Getting clear agreements- identifying and carrying out next steps